

EMPLOYEE:

CLAIM #



## Job Analysis Form

**JOB TITLE** 911 Operator

**JOB CLASSIFICATION** Communications Specialist

**DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER** 379.362-010

**DOT TITLE** Dispatcher, Radio

**DEPARTMENT** Sheriff

**DIVISION** Technical Services

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE**

67, including 33-35 that are dispatch qualified.

**CONTACT'S NAME & TITLE** Wayne Wilson, Communication Specialist Supervisor

**CONTACT'S PHONE** 206-296-7500

**ADDRESS OF WORKSITE**

3511 NE 2<sup>nd</sup> St.  
Renton, WA 98056-4192

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 11/19/02

**VRC NAME** Jeff Casem

**DATE REVISED** 5/16/08

**WORK HOURS**

7:00am-3:00pm, 3:00pm-11:00pm, 11:00pm-7:00am, 9:00am-5:00pm, 11:00am-7:00pm, 5pm-1:00am and 7:00pm-3:00am.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)

Required on an occasional basis to meet staffing requirements. Most employees perform optional overtime, approximately 10-20 hours per month.

**JOB DESCRIPTION**

Communications Specialists are responsible for answering emergency 911 telephone calls, determining the nature of the caller's emergency, the geographic location of the emergency, and dispatching police mobile units, or referring the call to the appropriate agencies. There is often a high volume of calls, many of which involve accidents or crimes in progress.

Primary call receiver staffing is typically 7-8 on day shift, 8 on swing shift and 4-8 on graveyard shift who perform both as a Primary and Secondary Call Receiver. Primary call receivers have calls ranging from 30 seconds to 30 minutes each (most lasting less than 5 minutes) with 35% of dayshift calls needing documentation and 50% of swing and graveyard calls needing documentation. Secondary call receiver staffing is typically 2 on day shift, 2-3 on swing shift. Secondary call receivers average 10-12 minutes per call and paperwork. Primary Call Receiver answers complex citizen calls that are often an emergent nature. Secondary Call Receivers answer routine citizen calls of a non-emergency nature. Offer advice or instructions to

callers and make referrals to other organizations or persons and write routine police reports for less serious crimes.

## **ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS**

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

## **JOB SPECIFIC REQUIREMENTS**

Communications Specialists must be able to make fast responses and correct decisions, take charge of conversations, obtain accurate information from callers, enter information into a computer while talking, and make quick decisions regarding the priority to be assigned to emergencies. They also handle other non-emergency calls and must provide information and appropriate referrals for those calls. Ability to type a minimum of 35 words per minute, perform several tasks at the same time, while using grammatically correct sentence structure, comprehend and retain knowledge of laws, ordinances, codes, policies and association information. Offers of employment are contingent on passing a hearing test and a thorough background investigation, which includes a polygraph examination and psychological examination. Maintain certification in ACCESS (state criminal database), NCIC (National Criminal Information Center) and WACIC (Washington Criminal Information Center) on a bi-yearly basis. The incumbent must be willing to work any shift and any scheduled days off and overtime as assigned. All Civil Service applicants must be US citizens who can read and write the English language. Upon completion of 1.5 years of employment the incumbent must become dispatch qualified.

## **ESSENTIAL FUNCTIONS**

1. Responds to emergency calls from citizens by answering 911 telephone lines.
2. Places calls to complainants, other agencies or persons to request or relays information.
3. Gathers necessary and specific information on type, nature and location of emergencies by interviewing callers, assessing the situation, and entering responses into a computer system.
4. Uses multiple computer systems (dispatch, mapping, phones, report writing, animal control dispatch and database) simultaneously during the course of their duties.
5. Locates addresses of emergencies, nearby mobile units and jurisdictional boundaries by referring to maps.
6. Determines emergency response priority by determining whether immediate police response could save lives or prevent crimes.
7. Routes calls for service to the correct dispatcher.
8. Communicates with police mobile units and other emergency agencies by using telephones and radios.
9. Determines appropriate police unit for dispatch and broadcasts concise/complete information.

10. Utilizes multiple resources to research data and information to communicate to police mobile units and other emergency agencies by using telephones and radios.
11. Monitors multiple radio frequencies and responds to broadcasts from field officers, answers phone calls and converses with co-worker simultaneously.
12. Maintains records of calls and actions taken by completing written reports and/or by entering information into the computer.
13. Determines appropriate procedures and guidelines to apply specific calls and situations.
14. Writes police reports on certain situations, which may or may not require police officer response.
15. Reads, comprehends and keeps up to date with instructional manuals; reference materials such as telephone book and maps to locate street addresses and other geographic characteristics.
16. Offers information, resources or referrals about weather, road conditions, no shooting zones, civil problems, child custody matters and licensing of guns, boats, vehicles, hunters and businesses.

### **NON-ESSENTIAL FUNCTIONS**

1. Occasionally trains other workers.
2. Transfers computer and telecommunication equipment and supplies.

### **OTHER TOOLS & EQUIPMENT USED**

Telephone (multi-line), computer, headset, two-way radio, WACIC, NCIC, proprietary computer, digital recording equipment, TTY, touch screen, fax machine and copy machine.

### **PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED**

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

### **This job is classified as**

Sedentary—exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently. A sedentary job involves sitting most of the time.

### **Standing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while conversing with a dispatcher. The employee can alternate sitting and standing when needed.

### **Walking**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for distances of up to 250 feet for up to 3 minutes at a time

for up to 1 hour total in a work shift. Most commonly occurs while walking between the workstation, dispatcher's workstation and the copy machine.

**Sitting**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously on an office chair for up to 2.5 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while taking emergency calls which includes talking on the telephone and typing. The employee can alternate sitting with standing in accordance with personal preference due to the use of sit/stand work stations.

**Bending neck up**

Health Care Provider initials if restricted\_\_\_\_\_

Rarely for up to 3 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs while looking for items on upper shelves.

**Bending neck down**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally for up to 1 minute at a time for up to 10 minutes total in a work shift. Most commonly occurs while reviewing documents and writing notes.

**Bending/Stooping**

Health Care Provider initials if restricted\_\_\_\_\_

Rare on flat carpeted surfaces for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs while reaching for items on low shelves or in low drawers.

**Operating Controls with Feet**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 30 minutes at a time for up to 7 hours total in a work shift while operating the dispatch console for radio transmissions. A hand switch for radio transmissions can be used if needed.

**Reaching above shoulder height**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 3 seconds at a time for up to 1 minute total in a work shift while reaching for items in upper mail bins.

**Reaching at waist to shoulder height**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while typing and writing when recording information from emergency calls.

**Reaching at knee to waist height**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs while reaching for items on low shelves or in low drawers.

**Reaching at floor to knee height**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs while reaching for items on low shelves or in low drawers.

**Lifting 1-10 pounds**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 5 seconds at a time for up to 3 minutes total in a work shift. Most commonly occurs

with weights of 1-3 pounds while moving stacks of paper. On a rare occasion the employee may lift a binder that weighs up to 7 pounds.

**Carrying 1-10 pounds**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for distances of up to 100 feet for up to 1 minute at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 5-7 pounds while moving a binder or ream of paper. Assistance is available if needed.

**Pushing and Pulling**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 5 seconds at a time with a force of up to 7 pounds and up to 1 minute total in a work shift while opening and closing office drawers and doors. The employee may also need to push a chair to a workstation (up to 100 feet) on a rare occasion.

**Handling**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 10 seconds at a time for up to 5 minutes total in a work shift while manipulating stacks of paper, a binder or the lighting at the workstation. Workstations are equipped with task lighting that might need to be adjusted to preference.

**Operating Controls with Hands**

Health Care Provider initials if restricted\_\_\_\_\_

Frequently for up to 30 minutes at a time for up to 4 hours total in a work shift while using a push button on the radio, headset to talk on radio, lighting adjustment, computer mouse and a touch screen monitor.

**Fingering**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 1 hour at a time for up to 7 hours total in a work shift while writing or typing when recording emergency call information as well as dialing the telephone and manipulating sheets of paper.

**Feeling**

Health Care Provider initials if restricted\_\_\_\_\_

Rare for up to 5 seconds at a time for up to 1 minute total in a work shift while feeling for the headset jack on the underside of the desk surface.

**Talking**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while conversing with co-workers, supervisors, other emergency agencies, and persons on the telephone.

**Hearing**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while conversing with co-workers, supervisors, other emergency agencies, and persons on the telephone.

**Seeing**

Health Care Provider initials if restricted\_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while reading the information on the computer screen and phone system as well as writing. Emergencies are color coded in the computer system in accordance with priority. The employee also uses vision while

reading the information on the reader board that displays the time and number of calls waiting to be answered.

**Working with Heightened Awareness**

Health Care Provider initials if restricted

Continuously for up to 2.5 at a time for up to 7 hours total in a work shift while interviewing callers for information or indications relevant to the emergency.

**ENVIRONMENTAL FACTORS**

Work is performed in an office setting. There is often a high volume of calls, many of which involve accidents or crimes in progress or of emergent nature. The worker is exposed to hostile, upset or emotional persons.

**The noise level is**

Approximately 50 decibels. The noise is caused by talking and call queue notifications as well as general office sounds.

HCP Initials if Restricted

**Work environment may include the following exposure(s):**

Moving mechanical parts: Rare

HCP Initials if Restricted

**POTENTIAL MODIFICATIONS TO JOB**

Sit/stand workstation to reduce static positions.

Ergonomic keyboard for increased comfort when typing.

Ergonomic chair for extended durations of sitting.

## SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Kyle Pletz, VRC, Vocational Consultant

Printed name & title of VRC evaluator

\_\_\_\_\_  
Signature of VRC evaluator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of contact

\_\_\_\_\_  
Signature of contact

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of contact

\_\_\_\_\_  
Signature of contact

\_\_\_\_\_  
Date

### HEALTH CARE PROVIDER SECTION

Check all that apply

- ☐ The employee is released to perform the described duties without restrictions on performance or work hours as of \_\_\_\_\_.
- ☐ The employee is released to perform the described duties on a reduced schedule as of \_\_\_\_\_. The recommended schedule is: \_\_\_\_\_  
☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_
- ☐ The employee is released to perform the described job with the following modifications: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ ☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_
- ☐ The employee is not released to perform the described duties due to the following job functions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ ☐ Temporary until \_\_\_\_\_ ☐ Permanent effective \_\_\_\_\_
- ☐ The employee is unable to work in any capacity.  
A release to work is: ☐ anticipated by \_\_\_\_\_ ☐ Not expected

The limitations are due to the following objective medical findings: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Printed or typed name and phone number of Health Care Provider \_\_\_\_\_

Signature of Health Care Provider \_\_\_\_\_

Date \_\_\_\_\_